

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
Washington, DC 20554

Received & Inspected

NOV 28 2012

FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am a deaf person who uses Video Relay Services (VRS) for my communication with hearing people. VRS is a communication tool I use every day.

I am very concerned about the Federal Communication Commission's (FCC's) recent proposals to change the way VRS works. I can't imagine life without the current services I use. I don't want to see those services change!

The Americans With Disabilities Act (ADA) assured deaf people access to "functionally-equivalent" communication - choices and services similar to those enjoyed by hearing people.

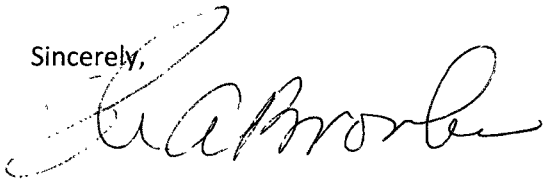
I am concerned that if the FCC's proposals go into effect, I won't have what the ADA promised me - choice in my VRS equipment. I want options to choose products designed for deaf people. I want choices.

I am concerned that if the FCC's proposals go into effect, I won't have a choice in my VRS provider. I don't want my calls to be routed through a centralized database that would assign my calls to different providers. Hearing people have a choice in service providers. I want a choice.

I am concerned that if the FCC's proposals go into effect and there are rate cuts for VRS providers, the quality of my service will suffer. I'm concerned that with very limited resources, VRS providers might have to make changes that would result in longer hold times and unreliable service. Hearing people have a choice to choose quality service. I don't want VRS quality to suffer because VRS providers have no choice but to cut aspects of their service.

Please fulfill the promises of the ADA! I want functional equivalency. I want choices - in equipment, providers and quality. Please ensure that the VRS services I currently enjoy are maintained.

Sincerely,



Name: Sharon Brooks

Title: Ms. - Resident

Address: 2428 C Apache Blvd #1415, Tempe, AZ 85281

Telephone Number: 480-347-9176

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I am not deaf, but I know firsthand how VRS works. VRS allows people who are deaf or hard-of-hearing to use the "phone" to communicate comfortably and easily just like people who can hear. In this way, it has changed the lives of so many people who are deaf. With VRS they can do the things we take for granted – make a doctor's appointment, call a child's school, or simply order a pizza. VRS puts people who are deaf on a more level playing field.

The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. These are the people who relay the conversation between the deaf and the hearing participants. The FCC wants to drastically cut the rate they pay VRS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters.

The FCC has also suggested that VRS can be just as effectively provided through government-mandated software that is used on off-the-shelf equipment like common videophones, computers, the iPad, or a smart TV. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies provided by VRS providers. These have been specifically designed to take into account the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name Jennifer Schlager

Title, if appropriate _____

Address 4321 218th Ave. Anoka, MN 55303

Telephone Number 763-464-2510

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LIT / BCDE

Linda L La Violette
5356 N. Evanston Ave.
Indianapolis, Indiana
46220-3445
(317) 542-3315

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November 22, 2012

FCC Headquarters
445 12th Street SW
Room Tw-A325
Washington, D.C. 20554

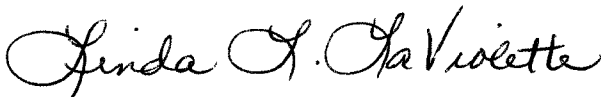
Dear Chairman Julius Genachowski,
CG Docket Nos. 03-123 and 10-51

My name is Linda La Violette. I am letting you know that I am deaf. I use VRS for business and to stay in touch with my family and friends.

I am writing in response to the FCC's request for comments on the "structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates". Please help me to stay running on VRS that I am strongly on vision communicating. It helps me to update with hearing and can communicate with them. If VRS remove, I will be lost in contact with hearing people.

Thank you for listening me. I trust the Lord knowing our correspondence and action. Amen.

Sincerely,



Linda L La Violette

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I am deaf and VRS is how I stay in touch with my family and friends who are not deaf. I'm sure that hearing people don't think about what it means to be able to pick up the phone and call anyone any time or anywhere they want. But for me, this means everything. VRS has changed my life.

I am alarmed that the FCC is proposing to dramatically change the VRS program. Why is the FCC going out of its way to fix something that isn't broken?

I think there are two crucial reasons to keep the current VRS system in place.

First, I like the company I do business with. I don't want to be forced to switch companies because the one I work with has gone out of business.

Second, I don't want to have to buy and set up my own VRS equipment. I got my equipment at no cost from my VRS provider. They installed it and continue to maintain it. It would be unfair to now shift this burden to me and other deaf people. If the government wants to prevent deaf people from connecting with others and using VRS, this is a good way to do it.

The VRS program works for people who are deaf. It's how we communicate every day with the hearing world and how the hearing world communicates with us. Any changes to the program must be in the best interest of deaf Americans. The changes being considered by the FCC are not.

Sincerely, Lois June Archuleta
Name Lois June Archuleta

Title, if appropriate _____

Address 1165 Colony Dr #314

Telephone Number 850-208-~~316~~ 3166

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Sincerely,

Name VIRGINIA ERICKSON

Title, if appropriate _____

Address 1165 Colony Dr #227 ~~Colony~~ Westerville Ohio 43081

Telephone Number 614-423-6547

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I am writing in response to the Federal Communication Commission's (FCC's) request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am very concerned about these proposals and how they will affect my family's safety.

VRS is a lifeline. It allows me to conduct business, connect with my family and friends and do many other things over the phone that many hearing people take for granted. Most important, though, VRS is how I access my local emergency 911 service. In an emergency I know that when I place a 911 call it will be answered immediately. My location will be known. And, specially trained American Sign Language (ASL) interpreters will be there to make sure my local emergency responders know exactly what help I need. You can't imagine how frightening it is to think that I might not be able to get help for me or my family because of long hold times, poorly trained interpreters, or bad equipment.

Cutting the rates paid to VRS providers as low as the FCC proposes will only reduce service quality I currently depend on. How will these companies hire and keep skilled ASL interpreters on staff when the government has just cut what they are willing to pay them by \$2 an hour? How will 911 calls be answered immediately when there are fewer interpreters and longer hold times? How will I know that my VRS will work when I'm using a videophone from WalMart instead of the specially designed videophone from my VRS provider?

I hope the FCC has answers to all of the questions before it considers changing the current system.

Sincerely,

Name Virginia Erickson

Title, if appropriate _____

Address 1165 Colony Dr #227
Westerville Ohio 43081
Telephone Number 614-423-6547

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The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. These are the people who relay the conversation between the deaf and the hearing participants. The FCC wants to drastically cut the rate they pay VRS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters.

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If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name

Michelle Lewis

Title, if appropriate

Address

246 Stone mast Loop, Pataskala, OH 43062

Telephone Number

614-604-7305

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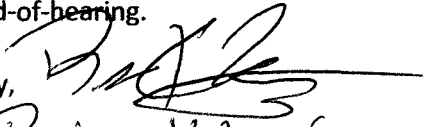
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Sincerely,

Name


Brian K Lewis

Title, if appropriate

Executive Chef

Address

2416 Storemast Loop Pataskala OH 43062

Telephone Number

614-562-6461

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I am writing in response to the Federal Communication Commission's request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am very concerned that the changes being considered by the FCC will destroy a program that is vitally important to people who are deaf and hard-of-hearing.

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Sincerely,

Name Betty Rackett *Betty Rackett*

Title, if appropriate _____

Address 434 E. North St. West Union, OH 45693

Telephone Number 937-544-5193

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Sincerely,

Name Michael Duff

Title, if appropriate MR.

Address 434 E North St West Union OH, 45693

Telephone Number (937) 544-5193

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Sincerely,

Name Randy R. Tackett

Title, if appropriate _____

Address 434 E. North St. West Union, OH 45693

Telephone Number 937-544-5193

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Sincerely,

Name Hattie Lorena Johnson

Title, if appropriate _____

Address 401 E north
West Union, Ohio 45693

Telephone Number 1937-779-5505

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Sincerely,

Name E. Loraine Dorn

Title, if appropriate _____

Address 29 Mason Ave., Delaware, Ohio 43015

Telephone Number 740-369-8395

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